

## 520 MEMBER TRANSITIONS

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### I. PURPOSE

This Policy applies to ACC, ALTCS E/PD, DCS/ Comprehensive Health Plan (CHP), DES/DDD (DDD), and RBHA Contractors; Fee-For-Service (FFS) Programs as specified within this Policy including: American Indian Health Program (AIHP), Tribal ALTCS, TRBHAs, and the; and all FFS populations, excluding Federal Emergency Services (FES). (For FES, refer to AMPM Chapter 1100). This Policy establishes requirements for Contractors and FFS Programs regarding Member Transitions.

### II. DEFINITIONS

<b>CUSTOMIZED MEDICAL EQUIPMENT</b>	Equipment that has been altered or built to specifications unique to a member's medical needs and which, most likely, cannot be used or reused to meet the needs of another individual.
<b>ENROLLMENT TRANSITION INFORMATION (ETI)</b>	Member specific information the Relinquishing Contractor must complete and transmit to the Receiving Contractor or FFS Program for those members requiring coordination of services as a result of transitioning to another Contractor or FFS Program.
<b>MEMBER TRANSITION</b>	The process during which members change from one Contractor or FFS Program to another.
<b>SPECIAL HEALTH CARE NEEDS</b>	Serious and chronic physical, developmental, and/or behavioral conditions requiring medically necessary services of a type or amount beyond that required by members generally, that lasts or is expected to last one year or longer and may require ongoing care not generally provided by a primary care provider.

### III. POLICY

#### A. MEMBER TRANSITIONS

The Contractor shall identify and facilitate coordination of care for all AHCCCS members during transitions between Contractors, FFS Programs, FFS members transitioning to a Managed Care Organization (MCO), members transitioning to FFS, as well as changes in

service areas, subcontractors, and/or health care providers. The Contractor shall implement a transition of care policy as specified in 42 CFR 457.1216, 42 CFR 438.62.

Members with special health care needs or circumstances may require additional or distinctive assistance during a period of transition to ensure members do not experience a gap in services. Policies and procedures shall be developed by the Contractor to address these situations.

Special circumstances include but are not limited to the following:

1. Pregnancy (especially women who are high risk or in their third trimester).
2. Major organ or tissue transplantation services which are in process.
3. Chronic illness, which has placed the member in a high-risk category and/or resulted in emergency department utilization, hospitalization, or placement in nursing, or other facilities.
4. Significant medical or behavioral health conditions (e.g., diabetes, asthma, hypertension, depression, or serious mental illness) that require ongoing specialist care and appointments.
5. Chemotherapy and/or radiation therapy.
6. Dialysis.
7. Hospitalization at the time of transition.
8. Members with ongoing needs such as:
  - a. Medical equipment including ventilators and other respiratory assistance equipment,
  - b. Home care services, such as Attendant Care or Home Health,
  - c. Medically necessary transportation on a scheduled and/or ongoing basis,
  - d. Prescription medications (including those that have been stabilized through a step therapy process), and/or
  - e. Pain management services.
9. Members who frequently contact AHCCCS, State and local officials, the Governor's Office and/or the media.
10. Members with qualifying Children's Rehabilitative Services (CRS) conditions.
11. Members with qualifying CRS conditions transitioning to adulthood.
12. Members diagnosed with Human Immunodeficiency Virus and Acquired Immune Deficiency Syndrome (HIV/AIDS).

13. Members who are being considered for or are actively engaged in a transplant process and for up to one-year post transplant.
14. Members enrolled in the ALTCS program who are elderly and/or have a physical disability.
15. Members enrolled in the ALTCS program who have a developmental disability.
16. Members who are engaged in care or services through the Arizona Early Intervention Program (AzEIP).
17. Members who are diagnosed with a Serious Mental Illness (SMI).
18. Any child that has an Early Childhood Service Intensity Instrument/Child and Adolescent Level of Care Utilization System (ECSII/CALOCUS) score of 4+.
19. Members who have a Seriously Emotionally Disturbed (SED) diagnosis flag in the system.
20. Substance exposed newborns and infants diagnosed with Neonatal Abstinence Syndrome (NAS).
21. Members diagnosed with Severe Combined Immunodeficiency (SCID).
22. Members with a diagnosis of autism or who are at risk for autism.
23. Members diagnosed with opioid use disorder, separately tracking pregnant members and members with co-occurring pain and opioid use disorder.
24. Members enrolled with Division of Child Safety/Comprehensive Health Program (CHP).
25. Members who transition out of the CHP up to one-year post transition.
26. Members identified as a High Need/High Cost member.
27. Members on conditional release from Arizona State Hospital.
28. Other services not indicated in the State Plan for eligible members but covered by Title XIX and Title XXI for Early and Periodic Screening, Diagnostic and Treatment (EPSDT) eligible members, including members whose conditions require ongoing monitoring or screening.
29. Members who at the time of their transition have received prior authorization or approval for:

- a. Scheduled elective surgery(ies),
- b. Procedures and/or therapies to be provided on dates after their transition, including post-surgical follow-up visits,
- c. Sterilization and have a signed sterilization consent form, but are waiting for expiration of the 30-day period,
- d. Behavioral health services,
- e. Appointments with a specialist located out of the Contractor service area, and
- f. Nursing facility admissions.

Contractor requirements regarding Member Transitions between AHCCCS Contractors for Annual Enrollment Choice (AEC) and eligibility changes refer to ACOM Policy 402.

## **B. NOTIFICATIONS REQUIRED OF CONTRACTORS**

1. The relinquishing Contractor shall provide relevant information regarding members who transition to a receiving Contractor or a FFS Program. The Enrollment Transition Information (ETI) Form shall be utilized for transfer of information for at least those members with special circumstances, listed in this Policy, who are transitioning enrollment to another Contractor or an FFS Program. There are two specific ETI forms:
  - a. Attachment A of this Policy, and
  - b. AMPM Exhibit 1620-9 used by ALTCS Contractors including Tribal ALTCS.
2. The relinquishing Contractor must complete and electronically transmit the appropriate ETI Form to the receiving Contractor or FFS Program no later than 10 business days from date of receipt of AHCCCS notification.
3. The relinquishing Contractor who fails to notify the receiving Contractor or FFS Program of transitioning members with special circumstances will be responsible for covering the members' care for up to 30 days following the transition.
4. The Contractor shall provide protocols for the transfer of pertinent medical records, as discussed in this Policy, and arrange for the timely notification to members, subcontractors, or other providers, as appropriate during times of transition.
5. The receiving Contractor shall provide new members with a Member Handbook, provider directory, and emergency numbers as specified in ACOM Policy 406.
6. The receiving Contractor or FFS Program shall follow-up as appropriate to address the needs of the member identified on the ETI Form.
7. The receiving Contractor shall extend previously approved prior authorizations for a minimum period of 30 days from the date of the member's transition unless a different time period is mutually agreed to by the member or member's

representative.

8. The receiving Contractor shall provide at a minimum a 90-day transition period, for children and adults with Special Health Care needs who have an established relationship with a PCP that does not participate in the Contractor's provider network. During this transition period the member may continue to seek care from their established PCP while the member/Health Care Decision Maker (HCDM) /Designated Representative (DR), the Contractor care manager and/or ALTCS Contractor case manager or provider case manager identifies an alternative PCP within the Contractor's provider network.

For members who transitions to a RBHA from an ACC Contractor, and who have an established relationship with a PCP that does not participate in the RBHAs provider network, the RBHA shall provide, at a minimum, a six-month transition period. During this transition period, the member may continue to seek care from their established PCP while the member/HCDM/DR, the RBHA, and/or case manager finds an alternative Primary Care Provider (PCP) within the RBHAs provider network. Refer to ACOM Policy 402.

#### **C. TRANSITION TO ALTCS**

If a member is referred to and approved for ALTCS enrollment, the relinquishing Contractor shall coordinate the transition with the receiving ALTCS Contractor or Tribal ALTCS.

The Contractor shall ensure applicable protocols are followed for any special circumstances of the member, and that continuity and quality of care is maintained during and after the transition.

Refer to ACOM Policy 402 and AMPM Policy 1620-H for ALTCS Contractor responsibilities in the transition process.

#### **D. TRANSITION FROM CHILD TO ADULT SERVICES**

Transitions involving co-occurring behavioral and physical health conditions shall include, at a minimum the following:

1. A coordination plan between child providers and the anticipated adult providers.
2. A process that begins no later than when the child reaches the age of 16.
3. A transition plan for the member that focuses on assisting the member with gaining the necessary skills and knowledge to become a self-sufficient adult and facilitates a seamless transition from child services to adult services.
4. Based on clinical presentation, an SMI eligibility determination is completed when the adolescent reaches the age of 17, but no later than age 17 and six months.

5. Any additional stakeholder, behavioral or physical healthcare entity involved with the child shall be included in the transition process, as applicable (e.g. DDD, juvenile justice system, CHP, education system), and
6. A coordination plan to meet the unique needs for Members with Special Health Care Needs, including members with CRS designation, as specified in Contract.

Additionally, the AMPM Behavioral Health Practice Tools, Chapter 200, shall be utilized.

#### **E. MEMBERS HOSPITALIZED DURING AN ENROLLMENT CHANGE**

The Contractor shall make provisions for the transition of care for members who are hospitalized on the day of an enrollment change. The provisions shall include processes for the following:

1. Notification to the receiving Contractor or FFS Program prior to the date of the transition, for continued authorization of treatment and service coordination.
2. Notification to the hospital and attending physician of the transition by the relinquishing Contractor. The relinquishing Contractor shall notify the hospital and attending physician of the pending transition prior to the date of the transition and instruct the providers to contact the receiving Contractor or FFS Program for authorization of continued services. If the relinquishing Contractor fails to provide notification to the receiving Contractor, hospital, and the attending physician, relative to the transitioning member, the relinquishing Contractor shall be responsible for coverage of services rendered to the hospitalized member for up to 30 days. This includes, but is not limited to, elective surgeries for which the relinquishing Contractor issued prior authorization.
3. Per Diagnosis Related Group (DRG) rules, the Contractor in which the member is enrolled upon discharge is responsible for the stay.
4. Coordination with providers regarding activities relevant to concurrent review and discharge planning shall be addressed by the receiving Contractor or FFS Program.

Refer to AMPM Policy 530 for transfers between hospitals.

#### **F. TRANSITION DURING MAJOR ORGAN AND TISSUE TRANSPLANT SERVICES**

1. If there is a change in Contractor or FFS enrollment, both the relinquishing and receiving Contractor and/or FFS Program are responsible for coordination of care and coverage for members who have been approved for major organ or tissue transplant. The relinquishing Contractor or FFS Program is responsible

for contracted components up to and including, completion of the service components that the member is receiving at the time of the change. The receiving Contractor or FFS Program is responsible for the remainder of the components of the transplant.

2. If a member changes to a different Contractor while undergoing transplantation at a transplant center that is not an AHCCCS contracted provider, each Contractor is responsible for its respective dates of service. If the relinquishing Contractor has negotiated a special rate, it is the responsibility of the receiving Contractor to coordinate the continuation of the special rate with the respective transplant center.

#### **G. ENROLLMENT CHANGES FOR MEMBERS RECEIVING OUTPATIENT TREATMENT FOR SIGNIFICANT MEDICAL CONDITIONS**

1. The Contractor shall have protocols for ongoing care of members with active and/or chronic health care needs (e.g. outpatient chemotherapy, home dialysis, behavioral health needs, and pregnancy) during the transition period. The receiving Contractor shall have protocols to address the timely transition of the member from the relinquishing Primary Care Provider (PCP) to the receiving PCP, in order to maintain continuity of care.
2. Pregnant women who transition to a new Contractor within the last trimester of their expected date of delivery shall be allowed the option of continuing to receive services from their established physician and anticipated delivery site through the postpartum visits included in the all-inclusive maternity care as specific in AMPM Policy 410.

#### **H. TRANSITION OF MEDICALLY NECESSARY TRANSPORTATION**

The Contractor shall have processes for at least the following:

1. Provision of information to new members on what, and how, medically necessary transportation can be obtained.
2. Provision of information to providers on how to order medically necessary transportation.

#### **I. TRANSITION OF PRESCRIPTION MEDICATION SERVICES**

The Contractor shall address the dispensing and refilling of prescription medications during the transition period as follows:

1. The relinquishing Contractor shall cover the dispensation of the total prescription amount of either continuing or time-limited medications, if filled at or before midnight on the last day of enrollment. The relinquishing Contractor may not

reduce the quantity of the ordered prescription unless it exceeds a 30-day supply or 100 unit doses.

2. The receiving Contractor or FFS Program shall extend previously approved prior authorizations for a period of 30 days from the date of the member's transition unless a different time period is mutually agreed to by the member or member's representative.
3. Members transitioning from a Behavioral Health Medical Professional (BHMP) to a PCP for behavioral health medication management shall continue on the medication(s) prescribed by the BHMP until the member can transition to their PCP. The Contractor shall coordinate the care and ensure that the member has a sufficient supply of behavioral health medications to last through the date of the member's first appointment with their PCP. Members receiving behavioral health medications from their PCP may simultaneously receive counseling and other medically necessary services.

Refer to AMPM Policy 310-V for complete information regarding prescription medication coverage.

#### **J. DISPOSITION OF MEDICAL EQUIPMENT, APPLIANCES, AND MEDICAL SUPPLIES DURING TRANSITION**

The Contractor and Tribal ALTCS shall address the disposition of medical equipment, appliances, and supplies during a member's transition period and develop policies that include the following:

##### **1. Non-Customized Medical Equipment**

The relinquishing Contractor and Tribal ALTCS shall provide adequate information about members with ongoing medical equipment needs to the receiving Contractor and/or FFS Programs.

##### **2. Customized Medical Equipment:**

- a. Customized Medical Equipment purchased for members by the relinquishing Contractor will remain with the member after the transition. The purchase cost of the equipment is the responsibility of the relinquishing Contractor,
- b. Customized Medical Equipment ordered by the relinquishing Contractor but delivered after the transition to the receiving Contractor shall be the financial responsibility of the relinquishing Contractor, and
- c. Maintenance contracts for Customized Medical Equipment will transfer with the member to the new Contractor. Contract payments due after the transition will be the responsibility of the receiving Contractor, if the receiving Contractor elects to continue the maintenance contract. For FFS Programs, FFS Program rates apply.

3. Augmentative Communication Devices:
  - a. A 90-day trial period is generally necessary to determine if the Augmentative Communication Device (ACD) will be effective for the member, or if it should be replaced with another device,
  - b. If a Member Transitions from a Contractor during the 90-day trial period, one of the following shall occur:
    - i. If the ACD is proven to be effective, the device will remain with the member. Payment for the device is the responsibility of the relinquishing Contractor. The cost of any maintenance contract necessary for the ACD shall be the responsibility of the receiving Contractor; if the receiving Contractor elects to continue the maintenance contract. For FFS Programs, FFS Program rates apply, or
    - ii. If the ACD is proven to be ineffective, it shall be returned to the vendor. The receiving Contractor shall then coordinate a new device trial and purchase if it is determined to meet the member's needs.

Note: If the member has had the ACD for more than a 90-day trial period, the Customized Medical Equipment process applies.

#### **K. MEDICAL RECORDS TRANSFER DURING TRANSITION**

To ensure continuity of member care during the time of enrollment change, the Contractor shall ensure timely transition of medical records. Refer to AMPM Policy 940 for additional information.

#### **L. REFERRALS RESULTING IN OUT OF SERVICE AREA PLACEMENT FOR MEMBERS WITH SMI**

1. When a RBHA Contractor initiates a referral for placement of a member with SMI to a service provider in another RBHA Contractor's service area for the purposes of obtaining behavioral health services, the resulting relocation of the member may result in the eligibility source making corresponding changes to a member's address in the Pre-paid Medicaid Management Information System (PMMIS). A change of address to another Geographic Service Area (GSA) will cause the member with SMI to become enrolled with a RBHA Contractor in the other GSA for both behavioral health and physical health services.
2. The RBHA Contractor who made the referral for the out of area placement shall take steps to ensure retention of the member's behavioral assignment and physical health enrollment as well as financial responsibility for both behavioral and physical health services during the period the member is placed out of the RBHA Contractor's service area:
  - a. The referring RBHA Contractor is responsible for completing and submitting an Out of Area Placement Request utilizing Attachment B of this Policy to ensure AHCCCS is aware of and can flag the member in the AHCCCS system as being in an out of area placement,

- b. AHCCCS will utilize the submitted documentation to update the member's record with an indicator that will bypass the automatic PMMIS changes to the member's behavioral health assignment and physical health enrollment. The normal automatic activation would otherwise change a member's behavioral health assignment and physical health enrollment, due to an out-of-GSA address change, and
  - c. The referring RBHA Contractor is responsible for submitting Attachment B in its entirety and for any extension or change to the effective date of placement and/or end date of placement to ensure that the indicator remains in effect only as appropriate.
- 3. When a member is placed in an out of area placement the referring RBHA Contractor shall establish contracts with out-of-area service providers for behavioral health and physical health services and authorize payment for behavioral health services and physical health services.
  - 4. When the member returns to the original service area and another address change is processed in the PMMIS, the end date of the out of area placement will allow resumption of normal behavioral health assignment and physical health enrollment rules.
  - 5. Members who are in an out-of-area placement for one year, from the latter of the date of the original out-of-area placement or from October 1, 2018, will be transitioned to the RBHA Contractor in the Geographic Service Area (GSA) of placement, unless otherwise approved by AHCCCS.